GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3946
ANSWERED ON:23.12.2015
Development of Catering & Communication in Trains
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Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has received any proposals regarding development of catering and communication facilities in trains and if so, the details thereof; and
(b) the action taken by the Government thereon?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)
(a): Railways receive proposals regarding improvement of catering services. Improvement in catering services is an ongoing process. It is continuous endeavor of Indian Railways to provide good quality hygienic food to the passengers. In order to widen the range of food options available to passengers, E-catering services have been introduced, through Indian Railway Catering and Tourism Corporation (IRCTC) in trains without pantry car or Train Side Vending as well as on 45 designated stations from where passengers of originating/passing trains can avail of this facility. IRCTC has tied up with renowned, reputed and established brands in the field of catering services so that the passengers can order good quality and hygienic food of their choice. Further, no proposal has been received for development of communication facilities in trains.

(b): Steps taken/are being taken to ensure that good quality and hygienic food is served to the passengers include: (i) Introduction of station based E-Catering for widening the range of options available to passengers for ordering food of their choice. (ii) Introduction of precooked food ('ready to eat' meals) in the range of options available to passengers. (iii) Operation of centralized Catering Service Monitoring Cell (CSMC) (toll free number 1800-111-321) for prompt redressal of passenger grievances relating to the catering activities and real time assistance to travelling public. (iv) Operation of all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services. (v) Imposition of penalties in case of deficiencies detected in services.

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